



G-Cloud Pricing - Primavera Application Support Services

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1.0 Pricing

1.1 Cost Breakdown

The service fee may be paid quarterly or annually dependant on Customer requirements, but all support options must be paid for in advance.

The following are costs dependent on the number of individual application users. Once negotiated with the Customer, the non-applicable sections will be removed for the final contract.

Services will be reimbursed based upon the following breakdown.

Application Support	1-5 users 2 hrs / month	5-15 users 4 hrs / month	16-50 users 1.5 days / month	51-100 users 3 days / month	101+ users 3 days / month
One-off set up cost	800	800	1,500	1,500	1,500
Monthly / Yearly cost	250 / 3,000	500 / 6,000	950 / 11,400	1,425 / 17,100	2,850 / 34,200

Systems Administration	1-5 users 6 hrs / month	5-15 users 1.5 days / month	16-50 users 2.5 days / month	51-100 users 4 days / month	101+ users 5 days / month
One-off set up cost	500	1,000	1,500	1,500	1,500
Monthly / Yearly cost	375 / 4,500	750 / 9,000	1,250 / 15,000	2,000 / 24,000	2,500 / 30,000

1.1.1 Invoice Timetable

The notes below should be read in conjunction with the cost breakdown.

1. All invoices are to be paid in full, in advance of the Initial Period commencement date or renewal date and strictly 30 days from date of invoice.
2. The Customer can pay the fee on a quarterly or annual basis by agreement with the Supplier. In both cases payment must be received in full before the commencement date of support.
3. All costs above are exclusive of VAT which will be applied at the applicable rate current at the date of invoice.

1.2 Rate Card

The table below displays the day rates for additional requirements requested by the Customer separate to the support assistance fee. This can be discussed during the contract setup process and either a call-off or fixed fee arrangement put in place.

Government Digital and Data Roles	Day rate (exc. VAT)
Product and Delivery roles	
Delivery Manager	
Associate Delivery Manager	£900
Delivery Manager	£1,000
Senior Delivery Manager	£1,150
Head of (Agile) Delivery Management	£1,250
Architecture roles	
Solution architect	
Associate solution architect	£800
Solution architect	£1,000
Senior solution architect	£1,150
Lead solution architect	£1,250
Principal solution architect	£1,350
Software development roles	
Software developer	
Junior developer	£700
Developer	£900
Senior developer	£950
Lead developer	£1,000
Principal developer	£1,250
IT Operations roles	
Service desk manager	
Service desk analyst	£900
Senior service desk analyst	£1,000
Service desk manager	£1,150
Head of service desk	£1,250
Application operations engineer	
Associate application operations engineer	£700
Application operations engineer	£900
Senior application operations engineer	£1,000
Lead application operations engineer	£1,150
Principal application operations engineer	£1,250

2.0 Additional G-Cloud Services

2.1 Application Software

We sell licenses for all Oracle Primavera software via G-Cloud. For more details search for our listings under Cloud Software services

2.2 Configure, Integrate, Upgrade and Migrate

HPS provide these services for all Oracle Primavera applications via G-Cloud Cloud Support services. Search our listings for more details.

2.3 Training

We offer a range of on-line and classroom training courses for all Oracle Primavera applications via G-Cloud. Search our Cloud Support listings for more details.

2.4 Application Support

We offer ongoing support for all Oracle Primavera applications via G-Cloud. Search our Cloud Support listings for more details.

3.0 Terms and Conditions

The example General Terms and Conditions document attached to this service offering outlines a typical support agreement. Schedules A-C will be tailored to individual customer requirements.

